**PROJECT IMPLEMENTATION**

1. **SCOPE**

This Quality Work Instruction (QWI) defines the method for effective Information Technology (IT) Project Implementation that includes: communication to stakeholders; training; delivering the solution; and, monitoring the roll-out within the [0300-0300-005-B PROJECT MANAGEMENT PROCESS](https://it.nc.gov/document/project-management-process).

1. **OWNER**
   1. The Enterprise Project Management Office (EPMO) Director owns this QWI. No changes, additions or alterations may be made without the owner’s written approval.
2. **REFERENCE DOCUMENTS**

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| --- | --- |
| **DOCUMENT IDENTIFICATION** | **DOCUMENT TITLE** |
| 0100-0800-010-B | **FORMS AND RECORDS CONTROL** |
| 0300-0300-005-B | [PROJECT MANAGEMENT PROCESS](https://it.nc.gov/document/project-management-process) |
| 0300-0360-005-C | [PROJECT CHANGE REQUEST](https://it.nc.gov/document/project-change-request) |
| 0600-0600-005-B | **CORRECTIVE ACTION PROCESS** |
| 0810-0810-005-B | [QUALITY CONTROL PROCESS](https://it.nc.gov/quality-control-process) |

1. **ASSOCIATED FORMS**

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| **FORMS IDENTIFICATION** | **FORM TITLE** |
| 0300-0360-005-D | [PROJECT CHANGE REQUEST FORM](https://it.nc.gov/project-change-request-form) |
| 0810-0810-005-D | [QUALITY CONTROL DECISION POINTS](https://it.nc.gov/quality-control-decision-points) |

1. **DEFINITIONS**

* NONE

1. **PROCEDURE**

Project Implementation is the phase where the Project Manager (PM) and the project team communicate the solution to be delivered and how it may impact the customers, provide any final training to customers, deliver the solution and monitor the status of the implementation. The PM completes the transition plan of the project resources to operations and maintenance, including transition of support personnel. Throughout this phase, the baseline project schedule and costs are monitored in accordance [with 0810-0810-005-B QUALITY CONTROL PROCESS](https://it.nc.gov/quality-control-process).



* 1. The PM executes the communication plan to inform stakeholders and customers of the plan and the impact to the business or citizens.
  2. If project cost or schedule variance exceeds an established EPMO threshold, the Project Management Advisor (PMA) will follow the **0600-0600-005-B CORRECTIVE ACTION PROCESS**.
  3. The project team provides training to customers, and the PM verifies that all customers have been adequately trained.
  4. The project team delivers the solution and monitors the status of the implementation. Issues or Corrective Action requirements are documented in accordance with **0600-0600-005-B CORRECTIVE ACTION PROCESS**.
  5. The PM completes the Transition Plan for the operational transition of project resources.

1. **RECORDS**

**7.1** Unless otherwise specified in this Procedure/QWI, Records shall be maintained in accordance with

**0100-0800-010-B FORMS AND RECORDS CONTROL** procedure.

**8.0 REASON FOR CHANGE**

**8.1** Corrected errors in section 3.0 REFERENCE DOCUMENTS and section 4.0 ASSOCIATED FORMS.

**8.2** Update EPMO Manager to EPMO Director.